ROCHDALE - HONEY PARK

HEATING SYSTEM – MANUAL FOR RESIDENTS

COMPILED BY

FRONTLINE ENERGY & ENVIRONMENTAL
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YOUR HEATING SYSTEM

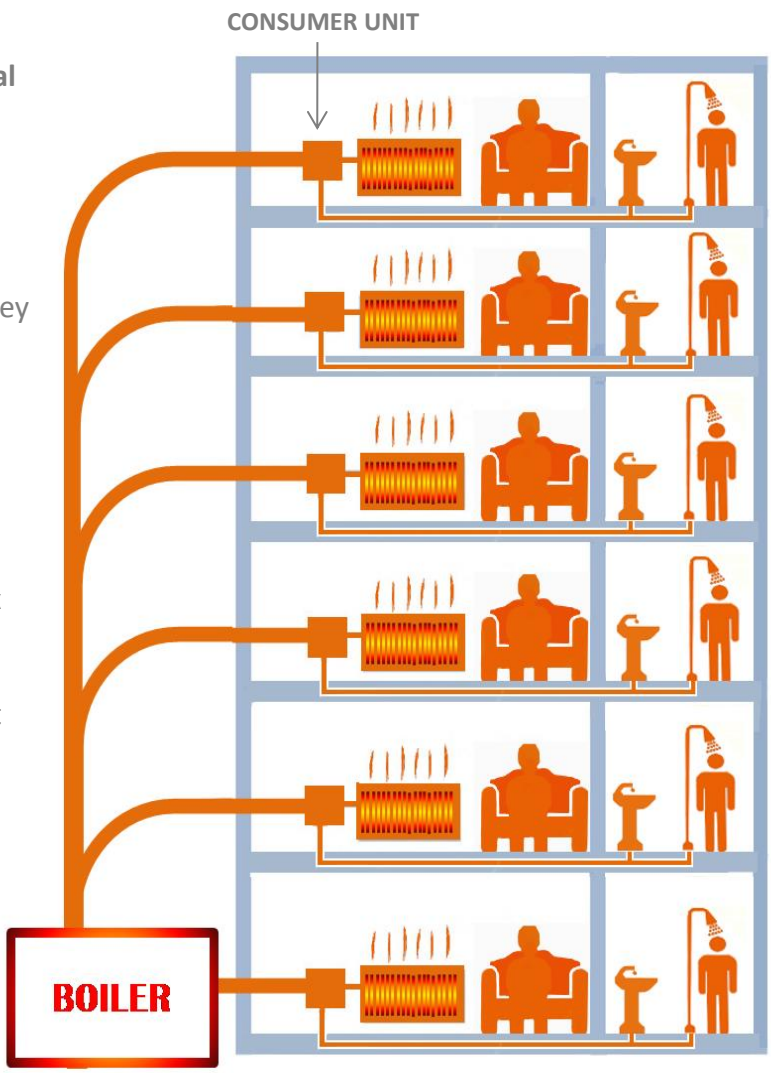
Your heating and hot water is provided through a district heating system, this means that heat is created in a centralised boiler and distributed to each apartment as needed.

Each apartment has a programmable room thermostat giving residents full control of their heat requirements.

Hot water is provided on demand and does not require the heating to be timed on.

Frontline Energy and Environmental is responsible for ensuring heat is available to the two district heating connecting pipes on every apartment's 'consumer unit' in Honey Park.

The consumer unit is the metal box located in your hallway cupboard, containing a heat exchanger, a heat meter, temperature and pressure control valves, which are factory preset.



HOW TO SET YOUR HEATING

Every apartment has a **Programmable Room Thermostat** which gives you full control of the room temperature in your apartment.
The built in room thermostat works by sensing the air temperature in the room, and switching on the heating when the air temperature falls below the thermostat setting, and switching it off once this set temperature has been reached. The heating will only be switched on by the thermostat during your own pre-selected 'On' times.

STEP 1: SWITCHING ON YOUR PROGRAMMER

To switch the programmer 'On' or 'Off', press the two arrow buttons located to the right of the display screen together.

If the unit is switched 'Off', the display shows only the time and the lower temperature set point for frost protection in the bottom right corner of the screen.

The controller is switched 'On' when the **TIME, DAY**, and **DESIRED TEMPERATURE** set point are displayed on the screen.

STEP 2: PROGRAMME OPTIONS

The controller is pre-programmed to allow four events to be programmed for each day. Weekdays (Mon-Fri) and weekends (Sat & Sun) are grouped separately.

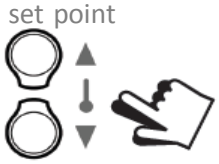
STEP 3: CONTROL SYSTEM

By pressing the PROG button the display allows the first preset time and temperature for weekdays to be selected.

In this case, the heating is selected to switch on at 6:30 am Monday to Friday, and to heat the apartment to 20 degrees. The heating will switch off when the thermostat records the living room temperature at 20 degrees.

TEMPERATURE

Use the **two arrow buttons** to adjust the **DESIRED TEMPERATURE** set point up or down.



TIME

Use the **+** and **–** buttons to adjust the **TIME**

REMEMBER...

"Turning the thermostat temperature setting higher will not make the room heat up any faster – it will only heat the room for longer up to the higher selected temperature. "

"A temperature setting of 21 degrees is typically chosen as a comfortable set point – but this can be altered to find a setting that is comfortable and works for you."

STEP 4:

Press PROG to move to the next preset time. If you do not require the heating to be on at the chosen time, you have two options:

1. You can adjust your time settings so the 'On' and 'Off' are set at the same **TIME.**

OR

2. You can adjust the **TEMPERATURE** to a low set point (e.g.: 15 degrees) in which case your heating would only come on if the room temperature was less then this.

STEP 5:

Repeat steps 2, 3, and 4 to programme the remaining events for weekdays – there are typically four events to select from. You can choose different **TIMES** and **TEMPERATURES** for each of these.

Press PROG after setting the weekdays to allow the weekend settings be completed. Repeat steps 2, 3, and 4 as per the weekday settings

STEP 6:

Press PROG after completing the four weekend settings to return to RUN mode

Pressing the up or down temperature buttons at any time allows you to temporarily override the current desired room set point temperature.

This temperature override will be automatically cancelled at the next timed event in the programmer.

In other words, if you forget to reduce the temperature for example down from 25 degrees to your usual 21 degrees set point before you leave the apartment, the temperature setting will revert back to 21 degrees automatically on the next timed event.

THERMOSTAT DISPLAY OPTIONS

To switch the programmer 'On' or 'Off' see Step 1

When adjusting the TEMPERATURE or TIME press the **+** and **–** buttons together which allows you to switch between seeing the time or the room temperature on the display.
Pressing the top arrow button and the **–** button together switches between displaying the days as numbers 1 to 7 or as text MON, TUE, WED etc.

24hr or 12hr clock display options
Pressing the top arrow button and the **+** together switches between displaying the time in 12 hour and 24 hour formats.

Your programmable thermostat may also be in direct sunlight for parts of the day. This can cause the thermostat to read a false temperature, which is higher than the average temperature of the room. This prevents the heating from coming 'On' when timed because the thermostat records that the room temperature is already satisfied. Bedrooms, and other areas will not heat either in this instance.

INDIVIDUAL ROOM CONTROL OPTIONS

The programmable thermostat is generally located in the living area, and senses the temperature in this room, unless all doors are open. Each of the radiators in your apartment have thermostatic radiator valves (TRVs) which allow you to control the temperature in each room individually – assuming all doors are closed.

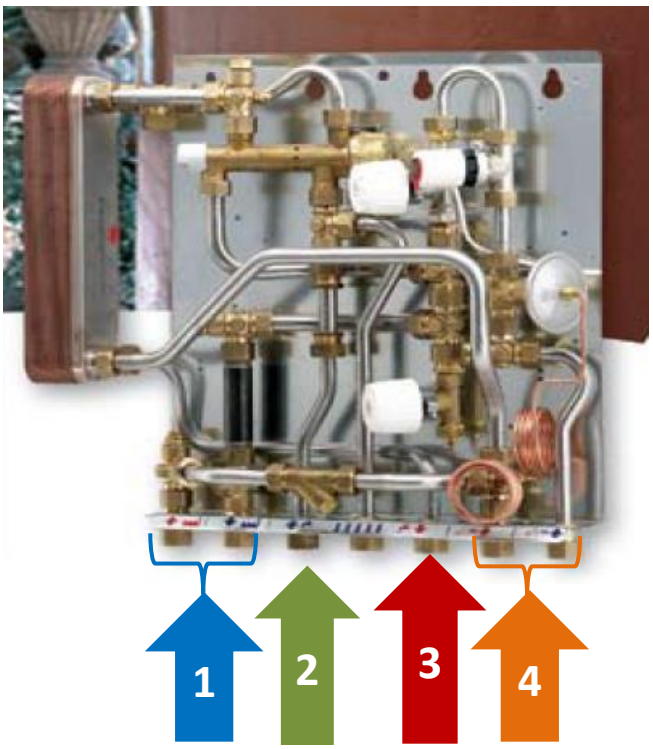
The TRV on each radiator can be set from 0 to 5, moving from 'Off' to maximum temperature set point. When the room reaches the chosen setting (1 to 5), the valve closes and heating flow stops to that radiator. If the TRV is set to 5, this will ensure that your living room reaches the desired temperature within a reasonable time. If the TRV is set lower, the valve may close, without the radiator allowing the room to reach the temperature set point.

It is important that the TRV on each radiator is clear of obstruction, and not covered, as this will affect its performance. The TRV needs to be able to sense the air temperature around it in order to operate effectively, closing only once the room is adequately heated.

What to do if...

PROBLEM	CHECKLIST	WHO TO CONTACT
NO CENTRAL HEATING OR HOT WATER	Check Pipes 1 & 2 in your consumer unit – if **HOT**	Contact your **LANDLORD.**
	Check Pipes in your consumer unit – if all are **COLD**	Contact Frontline Energy Service Desk on 1850 676 676 or 01 643 2100.
	Check that you have mains drinking water	
NO CENTRAL HEATING HAVE HOT WATER	Check the wall mounted programmer. If the heating is set to ON but there is no heat in the radiators	Contact your **LANDLORD.**
	Check your programmer temperature is set to around 20°C or 21°C.	Contact your **LANDLORD.**
	Check that your wall mounted programmer is not in direct sunlight as this can give a false temperature.	
	Check your thermostatic radiator valves are turned ON. **0 = OFF** **5 – Fully ON**	Contact your **LANDLORD.**
HAVE HEATING, NO HOT WATER		Contact your **LANDLORD.**
HAVE NO HOT OR COLD WATER		Contact your **LANDORD.**
I HAVE A WATER LEAK		Contact your **LANDLORD** immediately .

NOW FOR THE TECHNICAL BIT: THE CONSUMER UNIT

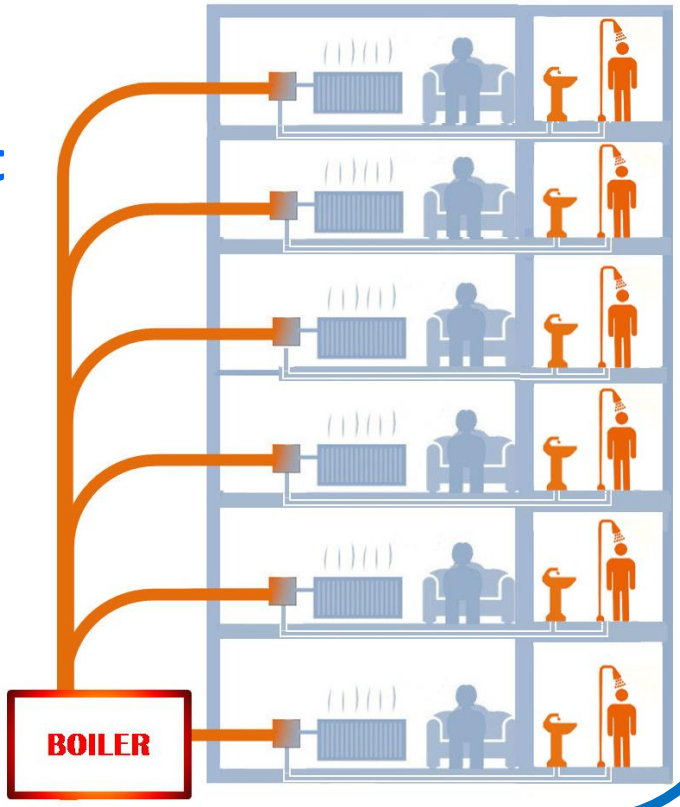


There are six pipe work connections to the bottom of the consumer unit. Reading from the left hand side of the consumer unit the six pipes are as follows:

1. Two district heating (flow and return) connections from the basement boiler plant room.
2. A cold water inlet fed from the basement water storage tanks
3. A hot water outlet (flow) – this heats the cold water inlet feed instantaneously via the plate heat exchanger in the consumer unit, providing hot water on demand to showers, baths and basins. The heat exchanger is shown on the left hand side of the consumer unit above, with four horizontal pipe work connections to it, inside the consumer unit.
4. Two apartment heating (flow and return) connections to your radiators.

If you have hot water but no heating

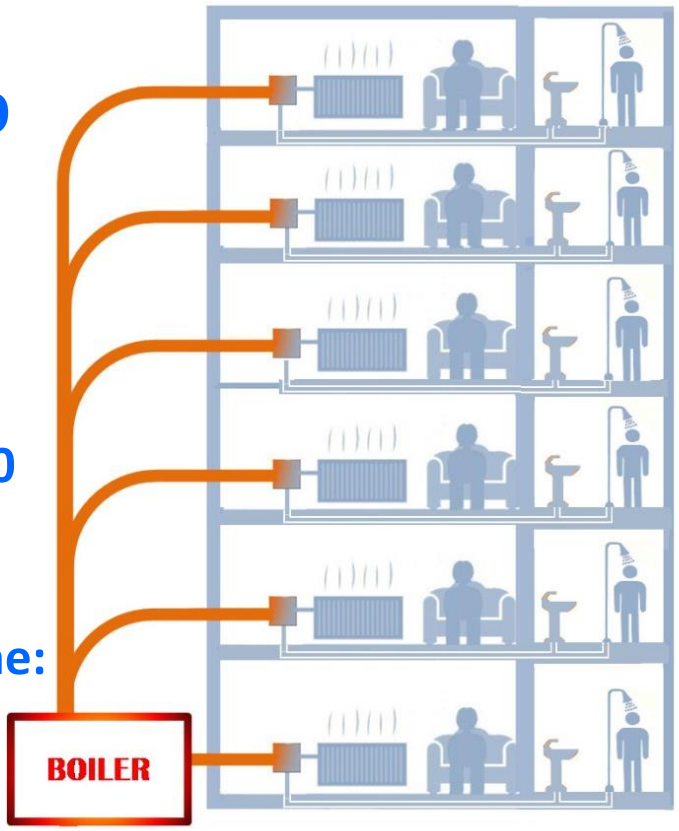
CALL YOUR LANDLORD



If you have NO hot water and NO heating

CALL FRONTLINE
Tel: (01) 643 2100

Lo call from landline:
1850 676 676



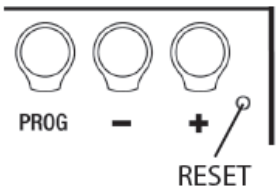
BATTERY REPLACE AND FROST PROTECTION

STEP 1:

If the controller display is blank, check that the batteries are inserted correctly, or replace them as necessary.

STEP 2:

Press and release the reset button with a non-metallic object upon replacing the batteries.



Frost Protection

To switch the programmer 'On' or 'Off', press the two arrow buttons located to the right of the display screen together. When the programmer is switched 'Off' it is then in frost protection mode.

This frost protection temperature is typically adjustable, but should be maintained at the minimum set point of 5 degrees, enabling the heating to automatically come on if the room temperature drops to this lower set point. This will ensure that heating pipes do not freeze or burst in the event of cold weather while the heating has been timed 'Off', or you are away from home.

The controller is switched 'On' when the time, day, and desired temperature set point are displayed on the screen.

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